

Nebraska Division of Behavioral Health

**MQIT**

June 26, 2012 / 9:00-10:00 a.m. CDT

DBH/Live Meeting

Meeting Minutes

**I. Attendance**

*Heather Wood*

Region I – Katie Rinehart, Laura Richards, Cara Didier  
Region II – Angie Smith, Kathy Seacrest  
Region III – Ann Tvrdik  
Region IV – Ginger Marr, Amy Stachura, Melinda Crippen, Ingrid Gansebom  
Region V –  
Region VI – John Murphy, Joel Case, LuAnn Boehm  
Magellan – Lisa Christensen, Carl Chrisman, Don Reding  
DBH – Heather Wood, Robert Bussard, Ying Wang, Cody Meyer, Dan Powers, Blaine Shaffer, Jan Goracke, Kelly Dick  
Medicaid & Long Term Care - Lowell Sedlacek

**II. Welcome**

*Heather Wood*

- Heather welcomed the in person members and those calling in and introductions were made.
- Overview of agenda. No additions were requested.
- April 2012 MQIT minutes were approved. No additions or questions were noted.

**III. Question & Answer**

*Don Reding, Lisa Christensen, Carl Chrisman, Heather Wood, Bob Bussard*

- ***Regions that have questions for Magellan should have these to Bob Bussard by the end of day Thursday, prior to the next scheduled MQIT meeting ([Robert.bussard@nebraska.gov](mailto:Robert.bussard@nebraska.gov)).***
- Answers will be better addressed if Regions are able to submit their questions with examples or other details rather than generic questions.

- **Q: R3 had questions but they were tabled for the Change Status discussion.**

**IV. Magellan Updates**

**A. Report Discussion**

*Lisa Christensen, Don Reding*

The Queue System Call Waiting Time Report, Average Handle Time Report, Error Report, and the Appeals Report will be available each month as handouts via Live Meeting. Discussion will be limited to one report each month, unless a specific request is made to discuss another report.

Reports Discussion:

**Call Statistics for 2012 (Queue System Call Waiting Time Report - Carl)**

- There were no specific questions.
- Average speed (answered by Care Manager) and call abandonment (hang-ups after he/she is in the queue) numbers are looking good while call volume has increased considerably (1000 more calls received in April than in March).
- Mondays and Fridays are the busiest time for the system. Middle of week is better time to call and prior to 11:00 a.m.
- A graph was also shown that displayed call volume by 30 minute increments. Helpful to share this

with providers.

**No additional discussion on other reports.**

**Region 3 Question:** When can you call in for discharges? How do we avoid technical denials because there was no approval due to weekend or after hours?

**Answer:** If Medicaid Acute case, provider calls and talks to afterhours (Iowa staff). If sub-acute and NBHS, Magellan does not invoke the technical denial, but case is reviewed by Case Manager based on clinical on Monday. A late call denial would not be issued.

If problems, Carl encouraged calling him. ([CJChrisman@Magellanhealth.com](mailto:CJChrisman@Magellanhealth.com)) or 402-437-4218.

**B. Change Status and Training Updates**

*Don Reding, Bob Bussard*

- **(Bob and Don)** July changes will be implemented July 18.
- Training on upcoming changes is planned for the second week of July (possibly Wednesday and Friday at noon CDT and Thursday at 1:00 CDT- the week before the changes are due). Notification of the training will be sent out on the Magellan Big List.
- Editing registrations: When you discharge a person you must edit the registration for persons admitted prior to May 22, when first set of changes were implemented. If you have had an authorization for a person that you are now going to discharge, and that authorization started before May 22, you must go back into the level of care and continue the pre-authorization. Don confirmed this needs to be done in order to collect the information. Magellan cannot pre-populate the fields. This is the only way to get the pre and post information.
- Comment was made that initial data will not be as accurate if providers are populating information after discharge. Encourage providers to be as accurate as possible with data entry.
- List of May and July updates and coding has been sent out.

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send training dates for upcoming Magellan changes	Bob	Complete

**C. Discharge Discussion**

*Heather, Bob, Don*

- Heather reiterated the importance of getting discharge information entered by providers in a timely fashion so length of stay is not impacted and leaving open records. Please work with providers and let us know if there are instances when technical assistance is required (contact Bob or Don - especially if the provider has several Behavioral Health Authorization Modification forms in a month).
- It is important for the Regions to share relevant information with the providers.
- Regions were asked if it would be helpful to have the admission and discharge sheet for the May and July changes sent out: Yes.

**Question from Region 3:** Is it required to edit prior registration when doing a re-registration?

**Answer:** If re-registration is correctly linked to prior registration, the discharge should be current and no need to edit prior registrations.

- Don is uncertain whether the previous tabbing issue fix has been implemented and it is possible that will be folded into the July updates.
- Per Don and Bob, the preferred method of communicating issues or questions once roll outs of changes occur is email. It is especially helpful if users can capture a screen shot of any error messages. Reiterate this during training. ([Robert.bussard@nebraska.gov](mailto:Robert.bussard@nebraska.gov) or [DJReding@Magellanhealth.com](mailto:DJReding@Magellanhealth.com))

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Send out May/July Admission/Discharge sheets for Manual Update	Bob	As available
Reiterate during training the method and screen captures for communication regarding issues and questions.	Bob, Don	July training

**V. Other**

*Heather, Bob, Group*

**A. DBH Provider Manual Feedback**

Bob continues to make updates as suggestions come in. Please continue to share those with Bob. No further comments or feedback.

**VI. Meeting Close**

*Heather, Group*

Call for July Agenda Items:

- July roll-out of updates with questions and feedback. Please collect information during trainings and updates from providers that can be shared during the next meeting.
- Lisa will select the next report on which to focus as no Region had a preference.

- Next meeting: July 24, 2012, 9:00 – 10:00 a.m. CDT
- Adjourned at 10:40 a.m.

*Minutes prepared by the Division of Behavioral Health, Nebraska Department of Human Services.  
Minutes are intended to provide only a general summary of the proceedings.*